

TRICARE Europe

Release

"Your passport to quality health"

Phone: (DSN) 496-6315 (Comm.) 06302-67-6315

International: 00-49-6302-67-6315

Email: teopao@europe.TRICARE.osd.mil

Web: www.europe.TRICARE.osd.mil

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Contact: Troy Kitch

New Contract for TRICARE Europe Remote Health Care Begins Today

Active duty members and their families who live in remote locations of Europe, Africa, and the Middle East are now covered by a global health care service contract provided by International SOS Assistance, Inc. of Trevese, Pa.

TRICARE Management Activity chose International SOS, the largest remote site health care service in the world, from among many competitors to deliver remote health care services to military members and their families worldwide. International SOS already has a lot of experience serving military members and their families in remote locations in the Middle East, the Pacific and in Latin America. The organization is recognized throughout the world for coordinating and providing quality health care services from credentialed providers.

Prior to Sept. 1, International SOS services were only available in select countries in Central Command's Area of Responsibility for TRICARE Europe Remote beneficiaries. Now the program is available in all remote locations worldwide, including regions of European Command designated for remote coverage. Remote locations are defined as more than 50 miles or more than a one-hour drive from a military Medical Treatment Facility.

"International SOS will deliver standardized, accessible health care to our beneficiaries in remote areas," said Maj. Wayne White, TRICARE Europe Director of Remote Health Care, "One of the major benefits of the program is that active duty and family members assigned in countries that do not have a U.S. military treatment facility will enjoy a 'cashless, claimless' benefit when they use providers within the International SOS network."

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International SOS provides routine, urgent and emergency medical to active duty service members and their families. In addition, International SOS provides dental services for active duty members. The TRICARE Dental Program covers the dental needs of family members.

The contract also provides urgent or emergency care for active duty service members* who are TDY/TAD, deployed or on leave in an authorized leave status in remote overseas locations.

**Except for deployed U.S. Naval forces. This service is anticipated to be available for Navy service members deployed in remote regions beginning on Oct. 1. Navy members may contact their medical representative or call TRICARE Europe for more details.*

“We’re very excited about this new program,” White said, “This contract is a major step towards standardizing and improving beneficiary care in remote areas.”

Beneficiaries in remote locations will receive a TRICARE Europe Remote identification card from their local TRICARE Point of Contact that will serve as their ticket to access care from International SOS’ extensive network of providers. They may also receive information about the program from their POC.

International SOS is available 24 hours a day, seven days a week at 44-20-8762-8133 (beneficiaries may call collect or SOS will call back if this option is not available), or via email at tricarelon@internationalsos.com.

More information about the TRICARE Europe Remote health care program is available online at www.europe.tricare.osd.mil/benefit/remote.

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Editor’s Note: Media interviews are available upon request. The next edition of the TRICARE Europe “Passport,” due out in October 2003, will include information on TRICARE Europe Remote program benefits.